

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 1

1. Contract Requirement: Prepare and Provide Submittals (Phase-In Period)

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Prepare submittals in accordance with the PWS.	Quality	C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.6, C.1.7.2, C.1.7.5, C.1.7.6, C.1.7.3, C.1.8.1, C.1.8.5, C.1.8.7	2.5%
b. Prepare all records and reports within the specified time frame.	Timeliness	C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.6, C.1.7.2, C.1.7.5, C.1.7.6, C.1.7.3, C.1.8.1, C.1.8.5, C.1.8.7	2.5%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work: The quantity of work will vary depending on the submittals performed by the SP in that month.

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: After checking that all required items have been included in each submittal, the COTR will verify and document the discrepancies in the chosen items. Minor mistakes or omissions will not count as defects unless the mistake or omission is a recurring problem which

has been brought to the attention of the SP in the past. If a submittal contains a major mistake or omission, or has not been submitted on time, it will be considered defective and count as a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 2

1. Contract Requirement: Prepare, Maintain, and Provide Records, Reports, and Submittals

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Prepare, submit, and maintain complete and accurate records and reports.	Quality	C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.7, C.1.6.8, C.1.6.10, C.1.6.12, C.1.7.2, C.1.7.3, C.1.7.4.1, C.1.7.5, C.1.7.6, C.1.8.1, C.1.8.3, C.1.8.5, C.1.8.7, C.1.9, C.1.10	2.5%
b. Prepare all records and reports within the specified time frame.	Timeliness	C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.7, C.1.6.8, C.1.6.10, C.1.6.12, C.1.7.2, C.1.7.3, C.1.7.4.1, C.1.7.5, C.1.7.6, C.1.8.1, C.1.8.3, C.1.8.5, C.1.8.7, C.1.9, C.1.10	2.5%

2. Primary Method of Surveillance: Planned Sampling

3. Quantity of Work: The quantity of work will vary depending on the requirements performed by the SP in that month.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 5% of items in SP records, reports, and submittals

Normal Surveillance: 15% of items in SP records, reports, and submittals

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: Monthly, the COTR will randomly select 15% of the required items to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will randomly select 5% of the required items to sample.

7. Evaluation Procedures: After checking that all required items have been included in each submittal, the COTR will verify and document the discrepancies in the chosen items. Minor mistakes or omissions will not count as defects unless the mistake or omission is a recurring problem which has been brought to the attention of the SP in the past. If a submittal contains a major mistake or omission, or has not been submitted on time, it will be considered defective and count as a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 3

1. Contract Requirement: Clean Debris From Around Hydraulic Barriers

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform work in accordance with all applicable professional and quality standards.	Quality	C.5.1.2.2	4.0%
b. Perform work in accordance with required time frames.	Timeliness	C.5.1.2.2	4.0%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work:

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 4

1. Contract Requirement: Check Backflow Preventers for Proper Operation

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform work in accordance with all applicable professional and quality standards.	Quality	C.5.2.3.1.4	5.0%
b. Perform maintenance in accordance with specified schedule.	Timeliness	C.5.2.3.1.4	5.0%
c. Maintain complete and accurate records of work.	Reporting	C.5.2.3.1.4	10.0%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work:

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 5

1. Contract Requirement: Read Water Meters

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Provide accurate readings	Quality	C.5.2.3.1.5	10.0%
b. Perform work in accordance with required time frames.	Timeliness	C.5.2.3.1.5	10.0%
c. Provide complete and accurate records of work.	Reporting	C.5.2.3.1.5	10.0%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work:

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 6

1. Contract Requirement: Inspect Fuel Tanks, Monitoring Systems, and Record Fuel Levels

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform inspection as specified and provide accurate fuel level readings.	Quality	C.5.2.3.1.6	2.5%
b. Perform work in accordance with required time frames.	Timeliness	C.5.2.3.1.6	2.5%
c. Provide complete and accurate records of work.	Reporting	C.5.2.3.1.6	2.5%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work:

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 7

1. Contract Requirement: Inspect Emergency Generators

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform maintenance and inspection as specified.	Quality	C.5.2.3.2.3	2.5%
b. Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.	Timeliness	C.5.2.3.2.3	2.5%
c. Provide complete and accurate records of work.	Reporting	C.5.2.3.2.3	2.5%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work: The quantity of work will vary depending on the requirements performed by the SP in that month.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 8

1. Contract Requirement: Inspect Eyewash Stations/Showers

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform inspection as specified and provide COTR with a list of deficiencies.	Quality	C.5.3.3.1.1	4.0%
b. Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.	Timeliness	C.5.3.3.1.1	4.0%
c. Provide complete and accurate records of work.	Reporting	C.5.3.3.1.1	4.0%

2. Primary Method of Surveillance: Planned Sampling and Incidental Inspections

3. Quantity of Work: The quantity of work is the number of eyewash stations/showers.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 10% of the Eyewash Stations/Showers

Normal Surveillance: 20% of the Eyewash Stations/Showers

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: At the beginning of each month, the COTR will plan to select 20% of the eyewash stations/showers to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will plan to select 10% of the eyewash station/showers for surveillance. Selected eyewash stations/showers will be chosen to ensure geographical spread.

7. Evaluation Procedures: The COTR will evaluate the SP's performance based upon Planned Sampling, and Incidental Inspections dictated by observed irregularities.

a. **Planned Inspections.** For each eyewash station/showers selected, the COTR will travel to the location to determine whether the SP performed the work and completed the work within the specified time frames. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. **Incidental Inspection Performance.** If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

8. **Analysis of Results:** At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. **Suggested Action:** The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. **Attachments:** Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 9

1. Contract Requirement: Inspect RO Water Systems

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform inspection as specified and provide COTR with a list of deficiencies.	Quality	C.5.3.3.1.3	2.5%
b. Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.	Timeliness	C.5.3.3.1.3	4.0%
c. Maintain complete and accurate records of work.	Reporting	C.5.3.3.1.3	10.0%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work: The quantity of work is the number of RO water systems.

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will evaluate the SP's performance based upon Planned Sampling, and Incidental Inspections dictated by observed irregularities.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 10

1. Contract Requirement: Inspect and Test Emergency Lighting Systems and Exit Lights

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform inspection as specified and provide COTR with a list of deficiencies.	Quality	C.5.3.3.2	2.5%
b. Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.	Timeliness	C.5.3.3.2	4.0%
c. Provide complete and accurate records of work.	Reporting	C.5.3.3.2	4.0%

2. Primary Method of Surveillance: Planned Sampling

3. Quantity of Work: The quantity of work is the number of exit signs and emergency lights.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 10% of the Exit Signs and Emergency Lights

Normal Surveillance: 20% of the Exit Signs and Emergency Lights

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: On a scheduled basis, the COTR will randomly select approximately 20% of the exit signs and emergency lights to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will randomly select approximately 10% of the exit signs and emergency lights for surveillance.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is

completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

a. **Planned Inspections.** For each exit sign or emergency light selected, the COTR will travel to the location to determine whether the SP performed the work and completed the work within the specified time frames. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. **Incidental Inspection Performance.** If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

8. **Analysis of Results:** At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. **Suggested Action:** The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. **Attachments:** Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 11

1. Contract Requirement: HVAC Operational Duties

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Operate HVAC systems as specified and in accordance with applicable regulations.	Quality	C.5.4.3.1	2.5%
b. Perform services in the time frames specified.	Timeliness	C.5.4.3.1	4.0%
c. Maintain complete and accurate records of work.	Reporting	C.5.4.3.1	4.0%

2. Primary Method of Surveillance: Planned Sampling and Incidental Inspections

3. Quantity of Work: The quantity of work is the number of records maintained and equipment inspected by the SP on a scheduled basis.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 10% of the Operational Logs and Records

Normal Surveillance: 20% of the Operational Logs and Records

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: On a monthly basis, the COTR will randomly select 20% of the operational logs and records to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will randomly select 10% of the operational logs and records for surveillance.

7. Evaluation Procedures: The COTR will evaluate the SP's performance based upon Planned Sampling, and Incidental Inspections dictated by observed irregularities.

a. Planned Inspections. For each equipment operational log or record selected, the COTR will

determine whether the SP performed the work in accordance with applicable quality and workmanship standards and completed the work within the specified time frames. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. Incidental Inspection Performance. If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

c. Customer Complaint Resolution. All customers will be given a telephone number through which they can promptly report complaints.

(1) Customer Complaint Receipt. When a complaint is received, it will be recorded on a customer complaint record form with the following information:

- Date and time of receipt of complaint.
- Customer's name and telephone number.
- Location and nature of complaint.

(2) Customer Complaint Validation. The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions. Upon receipt of the customer complaint, the QAE will:

- Evaluate the complaint.
- Receive input from the Contractor regarding corrective action.
- Determine the reason for any defective work.
- Report the results of the evaluation on the customer complaint record form.
- Inform the Contractor of any further corrective action necessary.
- Record any corrective action on customer complaint record form.
- Report the results of the evaluation to the customer.
- The QAE will assume the rework by the Contractor has been satisfactorily completed if the customer has not called back by a prescribed time.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance

Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 12

1. Contract Requirement: HVAC Preventive Maintenance

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform work in accordance with applicable quality and workmanship standards.	Quality	C.5.4.3.2	4.0%
b. Perform work in accordance with specified schedule.	Timeliness	C.5.4.3.2	4.0%
c. Provide complete and accurate records of work.	Reporting	C.5.4.3.2	4.0%

2. Primary Method of Surveillance: Planned Sampling and Incidental Inspections

3. Quantity of Work: The quantity of work will vary depending on the requirements performed by the SP in that month.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 15% of the Equipment Checklists

Normal Surveillance: 30% of the Equipment Checklists

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: On a scheduled basis, the COTR will randomly select approximately 30% of the equipment checklists to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will randomly select approximately 15% of the equipment checklists for surveillance.

7. Evaluation Procedures: The COTR will evaluate the SP's performance based upon Planned Sampling, and Incidental Inspections dictated by observed irregularities.

a. **Planned Inspections.** For each equipment checklist selected, the COTR will determine whether the SP performed the work in accordance with applicable quality and workmanship standards and completed the work within the specified time frames. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. **Incidental Inspection Performance.** If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

c. **Customer Complaint Resolution.** All customers will be given a telephone number through which they can promptly report complaints.

(1) **Customer Complaint Receipt.** When a complaint is received, it will be recorded on a customer complaint record form with the following information:

- Date and time of receipt of complaint.
- Customer's name and telephone number.
- Location and nature of complaint.

(2) **Customer Complaint Validation.** The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions. Upon receipt of the customer complaint, the QAE will:

- Evaluate the complaint.
- Receive input from the Contractor regarding corrective action.
- Determine the reason for any defective work.
- Report the results of the evaluation on the customer complaint record form.
- Inform the Contractor of any further corrective action necessary.
- Record any corrective action on customer complaint record form.
- Report the results of the evaluation to the customer.
- The QAE will assume the rework by the Contractor has been satisfactorily completed if the customer has not called back by a prescribed time.

8. **Analysis of Results:** At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory

performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 13

1. Contract Requirement: Refrigeration Operational Duties

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Operate refrigeration systems as specified and in accordance with applicable regulations.	Quality	C.5.5.3.1	2.5%
b. Perform services in the time frames specified.	Timeliness	C.5.5.3.1	2.5%
c. Maintain complete and accurate records of work.	Reporting	C.5.5.3.1	4.0%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work: The quantity of work is the number of records maintained and equipment inspected by the SP on a scheduled basis.

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 14

1. Contract Requirement: Refrigeration Preventive Maintenance

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform work in accordance with applicable quality and workmanship standards.	Quality	C.5.5.3.2	2.5%
b. Perform work in accordance with specified schedule.	Timeliness	C.5.5.3.2	2.5%
c. Provide complete and accurate records of work.	Reporting	C.5.5.3.2	4.0%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work: The quantity of work will vary depending on the requirements performed by the SP in that month.

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 15

1. Contract Requirement: Operate TCE Plant

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Operate TCE Plant as specified and in accordance with applicable regulations.	Quality	C.5.6.3.1	2.5%
b. Perform services in the time frames specified.	Timeliness	C.5.6.3.1	2.5%
c. Maintain complete and accurate records of work.	Reporting	C.5.6.3.1	4.0%

2. Primary Method of Surveillance: Planned Sampling and Incidental Inspections

3. Quantity of Work: The quantity of work is the number of records maintained and equipment inspected by the SP on a scheduled basis.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 10% of the Operational Logs and Records

Normal Surveillance: 20% of the Operational Logs and Records

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: On a scheduled basis, the COTR will randomly select approximately 20% of the fire alarm system scheduled maintenance and daily checks to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will randomly select approximately 10% of the system for surveillance.

7. Evaluation Procedures: The COTR will evaluate the SP's performance based upon Planned Sampling, and Incidental Inspections dictated by observed irregularities.

a. **Planned Inspections.** For each daily inspection selected, the COTR will travel to the location to determine whether the SP performed the work in accordance with applicable quality and workmanship standards and completed the work within the specified time frames. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. **Incidental Inspection Performance.** If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

8. **Analysis of Results:** At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. **Suggested Action:** The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. **Attachments:** Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 16

1. Contract Requirement: TCE Plant Water Sampling and Permit Reporting

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform sampling as specified and in accordance with applicable quality standards.	Quality	C.5.6.3.1.5	2.5%
b. Perform sampling in accordance with specified schedule.	Timeliness	C.5.6.3.1.5	2.5%
c. Provide complete and accurate records of work.	Reporting	C.5.6.3.1.5	2.5%

2. Primary Method of Surveillance: 100% Inspection

3. Quantity of Work:

4. Level of Surveillance: Not applicable for 100% Inspection.

5. Sample Size: Not applicable for 100% Inspection.

Minimum Surveillance:

Normal Surveillance:

6. Sampling Procedures: Not applicable for 100% Inspection.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

8. Analysis of Results: At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. Suggested Action: The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. Attachments: Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 17

1. Contract Requirement: TCE Plant Preventive Maintenance

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform work in accordance with applicable quality and workmanship standards.	Quality	C.5.6.3.2	2.5%
b. Perform work in accordance with specified schedule.	Timeliness	C.5.6.3.2	4.0%
c. Provide complete and accurate records of work.	Reporting	C.5.6.3.2	4.0%

2. Primary Method of Surveillance: Planned Sampling and Incidental Inspections

3. Quantity of Work: The quantity of work will vary depending on the requirements performed by the SP in that month.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 10% of the Equipment Checklists

Normal Surveillance: 20% of the Equipment Checklists

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: On a scheduled basis, the COTR will randomly select approximately 20% of the equipment checklists to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will randomly select approximately 10% of the equipment checklists for surveillance.

7. Evaluation Procedures: The COTR will evaluate the SP's performance based upon Planned Sampling, and Incidental Inspections dictated by observed irregularities.

a. **Planned Inspections.** For each equipment checklist selected, the COTR will determine whether the SP performed the work in accordance with applicable quality and workmanship standards and completed the work within the specified time frames. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. **Incidental Inspection Performance.** If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

8. **Analysis of Results:** At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. **Suggested Action:** The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. **Attachments:** Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Contract Discrepancy Report is included as Attachment 1.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 18

1. Contract Requirement: Level II Work Orders

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform work in accordance with applicable quality and workmanship standards.	Quality	C.1.6.3.2	4.0%
b. Perform work in accordance with specified timeframes.	Timeliness	C.1.6.3.2	4.0%
c. Maintain complete and accurate records of work.	Reporting	C.1.6.3.2	7.0%

2. Primary Method of Surveillance: Planned Sampling Supported by Validated Customer Complaints and Incidental Inspections

3. Quantity of Work: The quantity of work will vary depending on the requirements performed by the SP in that month.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 10% of the Level II Work Orders

Normal Surveillance: 20% of the Level II Work Orders

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: On a scheduled basis, the COTR will select approximately 20% of the Level II work orders to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will select approximately 10% of the Level II work orders for surveillance. The sample will contain all Emergency, Urgent, and High Priority work orders, with the balance of the sample consisting of Routine priority work orders.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the

specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

a. **Planned Inspections.** For each Level II work order selected, the COTR will determine whether the SP completed the work within the required time frame and performed work in accordance with applicable professional and quality standards. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. **Incidental Inspection Performance.** If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

c. **Customer Complaints.** Upon receipt of the customer complaint, the COTR will: evaluate the complaint, document legitimate complaints, notify the SP of the complaint, request input from the SP regarding any required corrective action, and inform the SP of any further corrective action necessary.

8. **Analysis of Results:** At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. **Suggested Action:** The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. **Attachments:** Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, Customer Complaint Records, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Customer Complaint Record is included as Attachment 1. The Contract Discrepancy Report is included as Attachment 2.

SURVEILLANCE GUIDES

Contract Title: DPW Operation and Maintenance Activities

Location: Hanover, NH

Surveillance Guide Number: 19

1. Contract Requirement: Level III Work Orders

<u>Performance Indicator</u>	<u>Performance Category</u>	<u>Paragraph</u>	<u>MADR</u>
a. Perform work in accordance with applicable quality and workmanship standards.	Quality	C.1.6.3.3	4.0%
b. Perform work in accordance with specified timeframes.	Timeliness	C.1.6.3.3	4.0%
c. Maintain complete and accurate records of work.	Reporting	C.1.6.3.3	7.0%

2. Primary Method of Surveillance: Planned Sampling Supported by Validated Customer Complaints and Incidental Inspections

3. Quantity of Work: The quantity of work will vary depending on the requirements performed by the SP in that month.

4. Level of Surveillance: The Normal Surveillance Level will be used initially. If the Observed Defect Rate (ODR) is less than the AQL, the Minimum Surveillance Level may be used. If, at the Minimum Surveillance Level, the ODR exceeds the AQL, inspections should then return to the Normal Surveillance Level. If, at the Normal Surveillance Level, the ODR exceeds the AQL for two consecutive months, the taking of additional samples should be considered.

5. Sample Size:

Minimum Surveillance: 10% of the Level III Work Orders

Normal Surveillance: 20% of the Level III Work Orders

The percentage of samples and the number of inspections that arise from them may be adjusted based upon changing conditions and local requirements.

6. Sampling Procedures: On a scheduled basis, the COTR will select approximately 20% of the Level III work orders to sample under Normal Surveillance. If Minimum Surveillance is being applied, the COTR will select approximately 10% of the Level III work orders for surveillance. The sample will contain all Emergency, Urgent, and High Priority work orders, with the balance of the sample consisting of Routine priority work orders.

7. Evaluation Procedures: The COTR will verify that the work is performed in accordance with the

specifications and specified time frames. A timeliness defect is the percentage of time that work is completed or responded to, as appropriate, past the KO approved or PRS-specified timeliness requirement. Each output that does not meet the specified requirements will constitute a defect.

a. **Planned Inspections.** For each Level III work order selected, the COTR will determine whether the SP completed the work within the required time frame and performed work in accordance with applicable professional and quality standards. A preprinted Evaluation Worksheet will be completed at the time of the evaluation of the service.

b. **Incidental Inspection Performance.** If defective conditions are discovered which are not part of the planned inspections, a separate Evaluation Worksheet will be annotated with the same information as a regular worksheet, noting that this is an incidental inspection. When a trend in defects is noted during the course of regular scheduled inspections, incidental inspections may also be used to determine the magnitude of the defects for this specific work item.

c. **Customer Complaints.** Upon receipt of the customer complaint, the COTR will: evaluate the complaint, document legitimate complaints, notify the SP of the complaint, request input from the SP regarding any required corrective action, and inform the SP of any further corrective action necessary.

8. **Analysis of Results:** At the end of the month, the COTR will use the Evaluation Summary sheet to summarize all the information on the Evaluation Worksheets and compute the ODR for each performance indicator. The ODR is calculated by dividing the total number of observed by the total population of services so that:

$$\text{ODR} = \frac{\text{Total Number of Observed Defect}}{\text{Total Population}} \times 100$$

If the SP's ODR exceeds the AQL for a performance indicator, the SP's quality control for that performance indicator is considered unsatisfactory. Further evaluation is required to determine if the SP's overall performance is unsatisfactory. Also, the importance of the defective performance indicator should be evaluated in relation to the total service being evaluated. If unsatisfactory performance on a performance indicator would cause loss of benefit of the service, all Performance Indicators associated with the service would also be considered defective.

9. **Suggested Action:** The SP should be notified monthly as to whether work performance has been satisfactory or not. If the SP's performance was unsatisfactory, a Contract Discrepancy Report should be issued and other actions, such as increasing the level of surveillance, may be considered.

10. **Attachments:** Forms to be used in the evaluation process include the evaluation worksheets, evaluation summaries, Customer Complaint Records, and Contract Discrepancy Reports. Evaluation worksheets and summaries are included in the Surveillance Plan. The Customer Complaint Record is included as Attachment 1. The Contract Discrepancy Report is included as Attachment 2.

SURVEILLANCE GUIDE # 1 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0001B - Prepare and Provide Submittals (Phase-In Period)

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Prepare submittals in accordance with the PWS. PWS Paragraph: C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.6, C.1.7.2, C.1.7.5, C.1.7.6, C.1.7.3, C.1.8.1, C.1.8.5, C.1.8.7		Timeliness Indicator: Prepare all records and reports within the specified time frame. PWS Paragraph: C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.6, C.1.7.2, C.1.7.5, C.1.7.6, C.1.7.3, C.1.8.1, C.1.8.5, C.1.8.7		Reporting Indicator: PWS Paragraph:
Grades: S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
 (Signature)

SURVEILLANCE GUIDE # 2 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BA - Prepare, Maintain, and Provide Records, Reports, and Submittals

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

[illegible]

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 3 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BB - Clean Debris From Around Hydraulic Barriers

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform work in accordance with all applicable professional and quality standards. PWS Paragraph:C.5.1.2.2		Timeliness Indicator: Perform work in accordance with required time frames. PWS Paragraph:C.5.1.2.2		Reporting Indicator: PWS Paragraph:
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 4 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BC - Check Backflow Preventers for Proper Operation

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform work in accordance with all applicable professional and quality standards. PWS Paragraph:C.5.2.3.1.4		Timeliness Indicator: Perform maintenance in accordance with specified schedule. PWS Paragraph:C.5.2.3.1.4		Reporting Indicator: Maintain complete and accurate records of work. PWS Paragraph:C.5.2.3.1.4	
Grades:S=Satisfactory; U=Unsatisfactory					
Date	Quality	Timeliness	Reporting	Comments:	

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
 (Signature)

SURVEILLANCE GUIDE # 5 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BD - Read Water Meters

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Provide accurate readings PWS Paragraph:C.5.2.3.1.5		Timeliness Indicator: Perform work in accordance with required time frames. PWS Paragraph:C.5.2.3.1.5		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.2.3.1.5	
		Grades:S=Satisfactory; U=Unsatisfactory			
Date	Quality	Timeliness	Reporting	Comments:	

Total Inspections for the Period: _____
 Total Unsatisfactory: _____
 COTR: _____
 Date: _____
(Signature)

SURVEILLANCE GUIDE # 6 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BE - Inspect Fuel Tanks, Monitoring Systems, and Record Fuel Levels

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform inspection as specified and provide accurate fuel level readings. PWS Paragraph:C.5.2.3.1.6		Timeliness Indicator: Perform work in accordance with required time frames. PWS Paragraph:C.5.2.3.1.6		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.2.3.1.6
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 7 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BF - Inspect Emergency Generators

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform maintenance and inspection as specified. PWS Paragraph:C.5.2.3.2.3		Timeliness Indicator: Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame. PWS Paragraph:C.5.2.3.2.3		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.2.3.2.3
Grades: S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 8 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BG - Inspect Eyewash Stations/Showers

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform inspection as specified and provide COTR with a list of deficiencies. PWS Paragraph:C.5.3.3.1.1		Timeliness Indicator: Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame. PWS Paragraph:C.5.3.3.1.1		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.3.3.1.1	
Grades: S=Satisfactory; U=Unsatisfactory					
Date	Quality	Timeliness	Reporting	Comments:	

Total Inspections for the Period: _____
 Total Unsatisfactory: _____
 COTR: _____
 Date: _____
(Signature)

SURVEILLANCE GUIDE # 9 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BH - Inspect RO Water Systems

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform inspection as specified and provide COTR with a list of deficiencies. PWS Paragraph:C.5.3.3.1.3		Timeliness Indicator: Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame. PWS Paragraph:C.5.3.3.1.3		Reporting Indicator: Maintain complete and accurate records of work. PWS Paragraph:C.5.3.3.1.3
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 10 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BI - Inspect and Test Emergency Lighting Systems and Exit Lights

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform inspection as specified and provide COTR with a list of deficiencies. PWS Paragraph:C.5.3.3.2		Timeliness Indicator: Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame. PWS Paragraph:C.5.3.3.2		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.3.3.2
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 11 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BJ - HVAC Operational Duties

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

[illegible]

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 12 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BK - HVAC Preventive Maintenance

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

[illegible]

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 13 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BL - Refrigeration Operational Duties

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Operate refrigeration systems as specified and in accordance with applicable regulations. PWS Paragraph:C.5.5.3.1		Timeliness Indicator: Perform services in the time frames specified. PWS Paragraph:C.5.5.3.1		Reporting Indicator: Maintain complete and accurate records of work. PWS Paragraph:C.5.5.3.1
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 14 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BM - Refrigeration Preventive Maintenance

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform work in accordance with applicable quality and workmanship standards. PWS Paragraph:C.5.5.3.2		Timeliness Indicator: Perform work in accordance with specified schedule. PWS Paragraph:C.5.5.3.2		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.5.3.2
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 15 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BN - Operate TCE Plant

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

[illegible]

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 16 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BO - TCE Plant Water Sampling and Permit Reporting

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform sampling as specified and in accordance with applicable quality standards. PWS Paragraph:C.5.6.3.1.5		Timeliness Indicator: Perform sampling in accordance with specified schedule. PWS Paragraph:C.5.6.3.1.5		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.6.3.1.5	
		Grades:S=Satisfactory; U=Unsatisfactory			
Date	Quality	Timeliness	Reporting	Comments:	

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
 (Signature)

SURVEILLANCE GUIDE # 17 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0002BP - TCE Plant Preventive Maintenance

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform work in accordance with applicable quality and workmanship standards. PWS Paragraph:C.5.6.3.2		Timeliness Indicator: Perform work in accordance with specified schedule. PWS Paragraph:C.5.6.3.2		Reporting Indicator: Provide complete and accurate records of work. PWS Paragraph:C.5.6.3.2
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 18 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0003B - Level II Work Orders

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform work in accordance with applicable quality and workmanship standards. PWS Paragraph:C.1.6.3.2		Timeliness Indicator: Perform work in accordance with specified timeframes. PWS Paragraph:C.1.6.3.2		Reporting Indicator: Maintain complete and accurate records of work. PWS Paragraph:C.1.6.3.2	
		Grades: S=Satisfactory; U=Unsatisfactory			
Date	Quality	Timeliness	Reporting	Comments:	

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
 (Signature)

SURVEILLANCE GUIDE # 19 EVALUATION WORKSHEET

Location: Hanover, NH

Contract Requirement: 0003B - Level III Work Orders

Type of Inspection: _____ 100% _____ Planned _____ Incidental

Month _____

Quality Indicator: Perform work in accordance with applicable quality and workmanship standards. PWS Paragraph:C.1.6.3.3		Timeliness Indicator: Perform work in accordance with specified timeframes. PWS Paragraph:C.1.6.3.3		Reporting Indicator: Maintain complete and accurate records of work. PWS Paragraph:C.1.6.3.3
Grades:S=Satisfactory; U=Unsatisfactory				
Date	Quality	Timeliness	Reporting	Comments:

Total Inspections for the Period: _____ Total Unsatisfactory: _____ COTR: _____ Date: _____
(Signature)

SURVEILLANCE GUIDE # 1 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0001B - Prepare and Provide Submittals (Phase-In Period)

PWS Paragraph: C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.6, C.1.7.2, C.1.7.5, C.1.7.6, C.1.7.3, C.1.8.1, C.1.8.5, C.1.8.7

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Prepare submittals in accordance with the PWS.		100% Inspection			2.5%	
Prepare all records and reports within the specified time frame.		100% Inspection			2.5%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 2 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BA - Prepare, Maintain, and Provide Records, Reports, and Submittals

PWS Paragraph: C.1.5.2.2, C.1.5.3, C.1.5.4, C.1.6.4.6, C.1.6.7, C.1.6.8, C.1.6.10, C.1.6.12, C.1.7.2, C.1.7.3, C.1.7.4.1, C.1.7.5, C.1.7.6, C.1.8.1, C.1.8.3, C.1.8.5, C.1.8.7, C.1.9, C.1.10

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Prepare, submit, and maintain complete and accurate records and reports.		Planned Sampling			2.5%	
Prepare all records and reports within the specified time frame.		Planned Sampling			2.5%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 3 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BB - Clean Debris From Around Hydraulic Barriers

PWS Paragraph: C.5.1.2.2

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform work in accordance with all applicable professional and quality standards.		100% Inspection			4.0%	
Perform work in accordance with required time frames.		100% Inspection			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 4 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BC - Check Backflow Preventers for Proper Operation

PWS Paragraph: C.5.2.3.1.4

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform work in accordance with all applicable professional and quality standards.		100% Inspection			5.0%	
Perform maintenance in accordance with specified schedule.		100% Inspection			5.0%	
Maintain complete and accurate records of work.		100% Inspection			10.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 5 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BD - Read Water Meters

PWS Paragraph: C.5.2.3.1.5

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Provide accurate readings		100% Inspection			10.0%	
Perform work in accordance with required time frames.		100% Inspection			10.0%	
Provide complete and accurate records of work.		100% Inspection			10.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 6 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BE - Inspect Fuel Tanks, Monitoring Systems, and Record Fuel Levels

PWS Paragraph: C.5.2.3.1.6

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform inspection as specified and provide accurate fuel level readings.		100% Inspection			2.5%	
Perform work in accordance with required time frames.		100% Inspection			2.5%	
Provide complete and accurate records of work.		100% Inspection			2.5%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 7 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BF - Inspect Emergency Generators

PWS Paragraph: C.5.2.3.2.3

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform maintenance and inspection as specified.		100% Inspection			2.5%	
Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.		100% Inspection			2.5%	
Provide complete and accurate records of work.		100% Inspection			2.5%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 8 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BG - Inspect Eyewash Stations/Showers

PWS Paragraph: C.5.3.3.1.1

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform inspection as specified and provide COTR with a list of deficiencies.		Planned Sampling			4.0%	
Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.		Planned Sampling			4.0%	
Provide complete and accurate records of work.		Planned Sampling			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 9 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BH - Inspect RO Water Systems

PWS Paragraph: C.5.3.3.1.3

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform inspection as specified and provide COTR with a list of deficiencies.		100% Inspection			2.5%	
Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.		100% Inspection			4.0%	
Maintain complete and accurate records of work.		100% Inspection			10.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 10 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BI - Inspect and Test Emergency Lighting Systems and Exit Lights

PWS Paragraph: C.5.3.3.2

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform inspection as specified and provide COTR with a list of deficiencies.		Planned Sampling			2.5%	
Perform inspection in accordance with specified schedule and prepare records and reports within the specified time frame.		Planned Sampling			4.0%	
Provide complete and accurate records of work.		100% Inspection			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 11 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BJ - HVAC Operational Duties

PWS Paragraph: C.5.4.3.1

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Operate HVAC systems as specified and in accordance with applicable regulations.		Planned Sampling			2.5%	
Perform services in the time frames specified.		Planned Sampling			4.0%	
Maintain complete and accurate records of work.		Planned Sampling			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 12 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BK - HVAC Preventive Maintenance

PWS Paragraph: C.5.4.3.2

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform work in accordance with applicable quality and workmanship standards.		Planned Sampling			4.0%	
Perform work in accordance with specified schedule.		Planned Sampling			4.0%	
Provide complete and accurate records of work.		Planned Sampling			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 13 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BL - Refrigeration Operational Duties

PWS Paragraph: C.5.5.3.1

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Operate refrigeration systems as specified and in accordance with applicable regulations.		100% Inspection			2.5%	
Perform services in the time frames specified.		100% Inspection			2.5%	
Maintain complete and accurate records of work.		100% Inspection			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 14 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BM - Refrigeration Preventive Maintenance

PWS Paragraph: C.5.5.3.2

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform work in accordance with applicable quality and workmanship standards.		100% Inspection			2.5%	
Perform work in accordance with specified schedule.		100% Inspection			2.5%	
Provide complete and accurate records of work.		100% Inspection			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 15 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BN - Operate TCE Plant

PWS Paragraph: C.5.6.3.1

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Operate TCE Plant as specified and in accordance with applicable regulations.		Planned Sampling			2.5%	
Perform services in the time frames specified.		Planned Sampling			2.5%	
Maintain complete and accurate records of work.		Planned Sampling			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 16 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BO - TCE Plant Water Sampling and Permit Reporting

PWS Paragraph: C.5.6.3.1.5

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform sampling as specified and in accordance with applicable quality standards.		100% Inspection			2.5%	
Perform sampling in accordance with specified schedule.		100% Inspection			2.5%	
Provide complete and accurate records of work.		100% Inspection			2.5%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 17 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0002BP - TCE Plant Preventive Maintenance

PWS Paragraph: C.5.6.3.2

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform work in accordance with applicable quality and workmanship standards.		Planned Sampling			2.5%	
Perform work in accordance with specified schedule.		Planned Sampling			4.0%	
Provide complete and accurate records of work.		Planned Sampling			4.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 18 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0003B - Level II Work Orders

PWS Paragraph: C.1.6.3.2

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform work in accordance with applicable quality and workmanship standards.		Planned Sampling			4.0%	
Perform work in accordance with specified timeframes.		Planned Sampling			4.0%	
Maintain complete and accurate records of work.		Planned Sampling			7.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)

SURVEILLANCE GUIDE # 19 EVALUATION SUMMARY

Location: Hanover, NH

Contract Requirement: 0003B - Level III Work Orders

PWS Paragraph: C.1.6.3.3

Month _____

Method of Inspection _____

Surveillance Level This Month _____

Number of Inspections Assigned _____

Number of Inspections Performed _____

Recommended Surveillance Next Month _____

WORK REQUIREMENTS	POPULATION	SAMPLE	NO. OF DEFECTS	ODR (%)	AQL	QC Rating
Perform work in accordance with applicable quality and workmanship standards.		Planned Sampling			4.0%	
Perform work in accordance with specified timeframes.		Planned Sampling			4.0%	
Maintain complete and accurate records of work.		Planned Sampling			7.0%	

Overall Evaluation: _____

Comments

COTR: _____ Date _____
(Signature)